



SCHOOLS' IT NEWSLETTER

JULY 2026



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A NOTE OF THANKS!

Suffolk County Council would like to take this opportunity to thank you for your continued custom, it is a pleasure to support the schools and academies throughout the year.

We hope the upcoming holiday brings you time to rest, recharge, and enjoy a well-earned break.

ACADMEY IT RENEWAL STATEMENTS!

We have now sent out all the renewal statements for the 2026 to 2027 academy year; this is just a gentle reminder that the signed copy needs to be returned by Friday 21st August 2026.

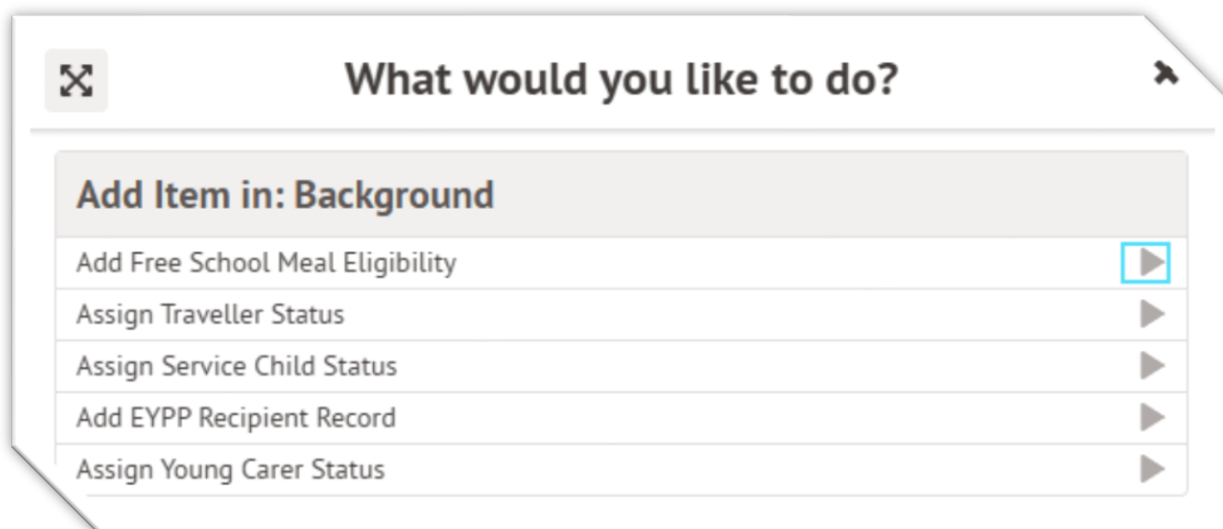
If you are not intending to work during the summer holiday, please return your signed statement by Friday 21st July 2026.



Pupil Premium – Update on Free School Meal (FSM) Recording

From **1 September**, the method for recording **Free School Meal (FSM) eligibility** will change in line with updated Department for Education (DfE) requirements.

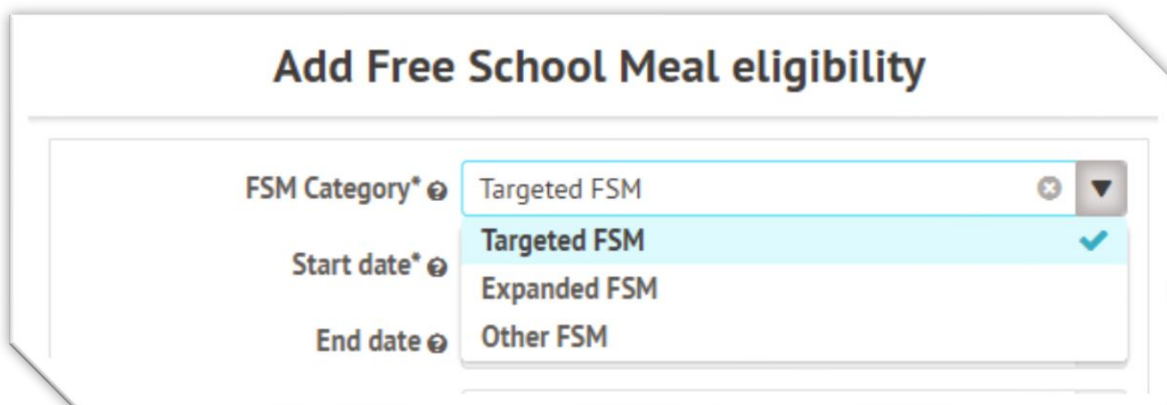
When adding a new FSM eligibility record, the initial steps remain the same. Navigate to the pupil's profile and open the **Background** section. Select **Add**, then choose **Add Free School Meal Eligibility** from the available options.



The screenshot shows a dialog box titled "What would you like to do?". It has a close button (X) in the top left and a back arrow in the top right. Below the title is a section "Add Item in: Background" with a list of options, each with a right-pointing arrow:

- Add Free School Meal Eligibility (highlighted with a blue selection bar)
- Assign Traveller Status
- Assign Service Child Status
- Add EYPP Recipient Record
- Assign Young Carer Status

The difference occurs when the slide-over panel appears. You will now see a field labelled **FSM Category**, where you must select one of the following options: **Targeted FSM**, **Expanded FSM**, or **Other FSM**.



The screenshot shows a form titled "Add Free School Meal eligibility". It contains the following fields:

- FSM Category***: A dropdown menu with "Targeted FSM" selected and a blue checkmark.
- Start date***: A date input field.
- End date***: A date input field.

Targeted Free School Meals (FSM) applies to pupils in households receiving Universal Credit with annual net earned income of **£7,400 or below**. This category continues to qualify a pupil for **Ever 6 FSM** and generates the full funding associated with the original FSM entitlement.

Expanded FSM applies where the household receives Universal Credit with annual net earned income **above £7,400**. This category generates **funding for meals only**.

Other FSM should be selected where a child receives meals through a **charity, sponsor, or other non-DfE-funded source**. This option **does not generate DfE funding**.

Further guidance from the DfE can be found here:

<https://www.gov.uk/government/publications/free-school-meals-guidance-for-schools-and-local-authorities/free-school-meals-guidance-for-local-authorities-local-authority-maintained-schools-academies-and-free-schools>



The previous system will cease on **1 September**. All pupils previously recorded as FSM have now been migrated to **Targeted FSM**, and these pupils will therefore be treated as **Ever 6 FSM** going forward.

From **1 June**, schools are expected to begin conducting eligibility checks. All eligible pupils must be recorded before the **1 October** in preparation for the **Autumn Census**. Once the census has been submitted, the DfE will not make any amendments or cover any shortfall in funding where errors or omissions have occurred. It is expected that the Headteacher has reviewed and authorised the return, confirming that it accurately reflects the school's position.

To support this, schools should carefully check all data entry, including information received via **CTFs**. Schools migrating to a new MIS should be particularly vigilant, as not all data may transfer correctly. Please also verify information with parents to ensure accuracy; do not assume that previous checks remain valid.

FSM eligibility will now include an **expiration date**, and parents will be required to **re-apply** to maintain this status. Schools will therefore need to recheck eligibility when prompted. This change may make it more challenging for pupils to continue qualifying for both **Service Pupil Premium** and **FSM** simultaneously.

Once the data has been collected in the **Autumn Census**, schools can download a list of pupils in receipt of Pupil Premium, along with the funding amounts allocated to each child.

This can be accessed via: **Students > All Students > Bulk Update > Pupil Premium**.

Arbor guidance is available here: https://support.arbor-education.com/hc/en-us/articles/360034571833-Pupil-Premium-Eligible-vs-Pupil-Premium-Recipients-and-uploading-Records-from-Get-Information-about-Pupils-GIAP#h_01HHER6906ZG3ZG7W05BKQX34F



Further information can also be found directly on the **Pupil Premium Recipients** page within Arbor.

Instructions

To get started, you will need a Pupil Premium download file from the [Get Information about Pupils \(GIAP\)](#) website.

If you already have the file, click **Add** to upload it.

If you do not have a file to upload


Using [Get Information about Pupils Download](#):

- Log in to [Get Information about Pupils \(GIAP\)](#).
- On the GIAP Pupil Premium menu, select **Download**.
- Download the DfE CSV file to a secure folder.

Using [Get Information about Pupils Search](#):

- Click the **Show UPN List** button below and copy the list of UPNs to your clipboard.
- Log in to [Get Information about Pupils \(GIAP\)](#).
- On the GIAP Pupil Premium menu, select **Search**.
- Paste the UPN list to generate the DfE CSV file, then download this to a secure folder.

Show UPN List



By selecting **Show UPN List**, the system will generate a list of pupils identified by the school as Pupil Premium.

This list can be copied and pasted into the DfE's **GIAP** website. A hyperlink to the GIAP site is included within the Arbor instructions referenced above.

Once the DfE list of Pupil Premium recipients has been downloaded, it can be imported back into Arbor by selecting the **Add** button.

After importing, schools should review each pupil's details and confirm that the funding amounts recorded are correct. When all information has been verified, the upload can be confirmed, making the data available within Arbor.

If assistance is required, please contact the IT Service Desk to log a call.

Tel: 01473 265555

Email: itservicedesk@suffolk.gov.uk

Arbor Finance & MIS Surveys – We Need Your Input

Suffolk County Council is currently gathering feedback to help us build a clearer picture of **schools' needs** around both **Arbor Finance** and the **Arbor MIS**. We have sent an email to the relevant schools, and your insight will directly shape the support, guidance and future development work we carry out with Arbor.

Arbor Finance Survey

We want to understand how Arbor Finance is working for your school — what's helpful, what's challenging, and what support you need next. [Suffolk County Council Arbor Finance Survey – Fill out form](#)

Arbor MIS Survey

Your experience with the Arbor MIS is vital in helping us identify priorities and improvements that matter to schools. [Suffolk County Council Arbor MIS Survey – Fill out form](#)

The more responses we receive, the better we can tailor our work to the real needs of Suffolk schools. Please note that the survey closes on 24th July 2026. Thank you to everyone who has already completed the surveys, your feedback is greatly appreciated.



SCHOOLS' EMAIL SERVICE

Email Service Request Forms – Please Use the Latest Versions

We are continuing to receive requests for **new mailboxes**, **name changes**, and **deletions** on old versions of our forms. When this happens, we cannot process them straight away, which slows everything down.

Please Do not Save Forms on Your Computer

The forms are updated regularly. If you save them locally, you will likely end up using an out-of-date version without realising.

To avoid delays:

Always use the live forms from our website.

You can find them here: [IT services for schools and academies - Suffolk County Council](#)

Why It Matters

- **Up-to-date information** means we can process your request properly.
- **No back-and-forth** because of missing or outdated details.
- **Better security** as the latest forms meet current requirements.

We continue to appreciate your support with this.

Please also note that staff mailboxes have not been *automatically linked to employment contracts* for quite some time therefore, when a member of staff leaves, their mailbox will not be deleted unless you submit a deletion request.

To request the removal of a mailbox, please complete the deletion request form available on our website as detailed above.



Contacting the IT Service Desk

To help us support you quickly and efficiently, please use the correct contact routes for different types of enquiries.

Sales & New Service Enquiries

The Schools IT Services mailbox is intended only for sales enquiries and is monitored periodically.

For questions about new services, please email:

schoolsitservices@suffolk.gov.uk

Incidents & Service Requests

All standard issues, faults, and service requests must be logged via the IT Service Desk.

Using the correct route ensures your request is tracked and resolved without delay.

IT Service Desk Contact Options:

- Phone: 01473 265555
- Email: itservicedesk@suffolk.gov.uk

Requests sent to the wrong mailbox may result in delayed responses, so please ensure you use the correct contact method.

Office Hours

Our team is available:

Monday to Friday — 8:30am to 5:00pm

